

PREFACE



Alhamdulillah Rabbil 'Alaamiin. Praise and great gratitude submitted to Almighty God, Allah SWT who always gives His gracious mercy and tremendous blessing that has helped the Author finishing this final project entitled: **“Quality Improvement of Long Distance Learning Program in Magister of Informatics Engineering Telkom University Using QFD”** as a partial fulfillment of the requirements for Bachelor of Industrial Engineering Telkom University.

The Author would like to thank to all to those who have given the contribution so that this research can be finished. Lastly, Author realizes that this research has many imperfections. Therefore, any advice and constructive comments are fully accepted. Hope this research can be useful for the reader.

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Author